

IN THE CLAIMS:

Please amend the claims as shown in the complete claim set for this application. This listing of claims will replace all prior claims in the application:

1-18. **(Canceled)**

19. **(New)** A method of verifying a vehicle telematics unit, comprising the steps of:

attempting to establish an authenticated call from the telematics unit to a call center;

recognizing a failure to establish the authenticated call from the telematics unit to the call center;

establishing a cleared number voice call from the telematics unit to the call center in response to the recognized failure; and

communicating a verbal message from the telematics unit to the call center over the cleared number voice call, wherein the verbal message includes at least one identifier associated with the telematics unit.

20. **(New)** The method of claim 19, further comprising the step of displaying the at least one identifier on a visual display in the vehicle, and wherein the communicating step further comprises communicating the verbal message by reading it aloud to an advisor at the call center over the cleared number voice call.

21. **(New)** The method of claim 19, wherein the communicating step further comprises playing the verbal message so that it can be heard by an advisor at the call center over the cleared number voice call.

22. **(New)** The method of claim 21, wherein the playing step further comprises periodically replaying the verbal message over the cleared number voice call.

23. **(New)** The method of claim 21, wherein the playing step further comprises playing the verbal message over speakers in the vehicle while the cleared number voice call is in process.

24. **(New)** The method of claim 19, wherein the communicating step further comprises communicating the verbal message by playing a voice message recording over the cleared number voice call.

25. **(New)** The method of claim 19, wherein the attempting step further comprises attempting a predetermined number of times to establish the authenticated call before recognizing the failure.

26. **(New)** The method of claim 19, wherein the at least one identifier comprises any one or more of the following identifiers: a telematics unit station identifier, a mobile vehicle communication unit identifier, a mobile identification number, a mobile dialable number, and an electronic serial number.

27. **(New)** The method of claim 19, wherein the attempting step further comprises attempting to establish the authenticated call in response to a trigger on the vehicle.

28. **(New)** The method of claim 27, further comprising the step of identifying the trigger to the call center over the cleared number voice call.

29. **(New)** The method of claim 19, wherein the establishing step further comprises establishing a cleared number voice call with an advisor at the call center, wherein the advisor identifies and responds to a need of a user in the vehicle.